

Special Terms and Conditions

Import levies

General information

An import levy is payment for customs, VAT and charges ("Import Charges") to the Danish Customs Agency and payment of a fee for customs clearance ("Import Fee") to Post Danmark A/S (hereinafter "PostNord").

The Special Terms and Conditions apply to the import levy on shipments where the sender or the recipient does not have an agreement with the Danish Customs Agency regarding automatic payment of Import Charges.

It is possible for recipients themselves to clear shipments with customs. For more information (in Danish) go to: www.postnord.dk/modtag/spoergsmaal-og-svar.

1.0 Import levies

On import of shipments, PostNord is obliged to report this to the Danish Customs Agency.

When you are to receive a shipment containing goods that are subject to payment of Import Charges to the Danish Customs Agency, PostNord is required to collect the Import Charges on behalf of the Danish Customs Agency.

To cover PostNord's costs arising from its customs clearance work, you are required to pay PostNord an Import Fee.

Before we can deliver the imported shipment to you, you must therefore pay the import levy.

PostNord will send the import levy (document) with the payment details to you by letter. If the sender has advised us of your mobile phone number or your email address, we will send you the import levy demand digitally.

The import levy document will include details of the invoice number and PIN code that you must quote when making payment.

1.1 Import Charges to the Danish Customs Agency

All regulation of the Import Charges, including rates and assessments as to whether customs charges, VAT or excise duties are to be paid, is performed by the Danish Customs Agency.

1.2 Import Fee to PostNord

The Import Fee is determined by PostNord.

A detailed list of the prices and fees valid at any one time is available at www.postnord.dk

1.3 Payment

You can pay the Import Levy online at: portal.postnord.com/betalmoms.

Online payments can be made using Dankort, MasterCard and Visa, or by MobilePay.

When you have made your payment, you will receive a receipt by e-mail and your shipment will be delivered as per the service targets indicated for delivery of letters or parcels, respectively.

1.4 Returns

If you do not wish to receive the shipment, you can refuse it in the PostNord app, at www.postnord.dk/momsogtold or via e-mail to privatimport@postnord.com. The shipment will then be returned to the sender.

Your shipment will be automatically returned to the sender if you do not pay the import levy within 10 days. Who pays postage for the return will depend on the agreement between you and the sender.

If the sender has not provided customs information, it is not possible to clear the consignment and therefore it will be returned to the sender.

1.5 Processing of personal data

In connection with provision of the service, PostNord processes personal data about senders and recipients of shipments, such as name, address, telephone number, e-mail address and payment details.

PostNord processes personal data in order to provide the service, to be able to develop and test PostNord's IT systems, to compile anonymized statistics and to offer additional services that are naturally connected to provision of the service. PostNord will also process your contact details (name, e-mail address and telephone number) for 2 years to enable us to contact you via e-mail or text the next time your order a shipment that is subject to import fees and/or charges.

For additional information about PostNord's processing of personal data and about the rights of the data subject under data protection legislation, see our Privacy Policy at: <https://www.postnord.dk/en/privacy-policy>.

The data controller for the processing of personal data is PostNord A/S, Hedegaardsvej 88, DK-2300 Copenhagen, Denmark.

1.6 Customer enquiries

Enquiries regarding import levies should be sent to PostNord Kundelinjen (PostNord Customer Service), Hedegaardsvej 88, DK-2300 Copenhagen S, Denmark, or sent by e-mail to privatimport@postnord.com, or be made by calling +45 70218070.

1.7 Complaints

If you wish to make a complaint about PostNord's import levy, this must be submitted to PostNord Customer Service.

The complaint must be made within 6 months of payment of the import levy.

PostNord undertakes to handle complaints within one month of receipt, in the absence of any special circumstances.

Any decision taken by PostNord Customer Service may be appealed to the PostNord Complaints Review Service, Hedegaardsvej 88, DK-2300 Copenhagen S, Denmark. The Complaints Review

Service also provides guidance on the complaints procedure.